

ABSTRAK

Sukiyanto Manajemen Lembaga Sosial Mabarot Dalam Penyaluran Santunan Kepada Anak Yatim Piatu Non Panti di Kecamatan Piyungan. **Tesis. Yogyakarta: Program Pascasarjana, Universitas Negeri Yogyakarta, 2012.**

Penelitian ini bertujuan untuk mendeskripsikan: (1) pemahaman pengurus Lembaga Sosial Mabarro terhadap tugas dan fungsinya, (2) perencanaan kegiatan pada Lembaga Sosial Mabarro (3) pengorganisasian pada Lembaga Sosial Mabarro (4) koordinasi kegiatan pada Lembaga Sosial Mabarro, (5) pelaksanaan kegiatan pada Lembaga Sosial Mabarro, (6) tingkat kepuasan terhadap pelayanan Lembaga Sosial Mabarro dan (7) motif anak tidak mau datang dalam penerimaan santunan.

Penelitian ini merupakan jenis penelitian deskriptif kualitatif. Teknik pengumpulan data dilaksanakan melalui angket/kuesioner, wawancara, dokumentasi, dan pengamatan. Keabsahan data dilakukan dengan teknik triangulasi yaitu triangulasi data dan triangulasi metode. Analisis data yang digunakan adalah analisis data kualitatif dan analisis data kuantitatif. Sumber data terdiri dari keseluruhan pengurus Lembaga Sosial Mabarro, wali anak asuh Lembaga Sosial Mabarro, sebagian donatur Lembaga Sosial Mabarro.

Hasil penelitian menunjukkan: diskripsi tentang 1) pengurus Lembaga Sosial Mabarro kurang memahami terhadap tugas dan fungsinya; (2) perencanaan kegiatan kurang matang; (3) pengorganisasian dituangkan ke dalam *job discription* (4) koordinasi pada Lembaga Sosial Mabarro belum berjalan dengan baik; (5) pelaksanaan kegiatan pada Lembaga Sosial Mabarro kurang efektif sebagian pengurus tidak bekerja sebagaimana seharusnya dan lebih mengandalkan yang lain (6) sebagian besar pelanggan kurang puas terhadap layanan Lembaga Sosial Mabarro; (7) Sebagian anak tidak datang untuk menerima santunan karena orang tua malu walaupun akhirnya menerima apabila diantar ke rumah.

ABSTRACT

SUKIYANTO: *The Management of the Mabarro Social Organization in the Distribution of the Donation for Orphans outside Orphanages in Piyungan District.* **Thesis. Yogyakarta: Graduate School, Yogyakarta State University, 2012**

This study aims to describe: (1) the understanding of the managerial personnel of the Mabarro Social Organization regarding their duties and functions, (2) the planning of the activities in the organization, (3) the organization of the activities in the organization, (4) the coordination of the activities in the organization, (5) the implementation of the activities in the organization, (6) the level of the satisfaction in the services by the organization, and (7) children's motives in their unwillingness to come to receive donation.

This was a descriptive qualitative study. The data were collected through a questionnaire, observations, documentation, and observations. The data trustworthiness was enhanced through data and method triangulation. The data were analyzed using the qualitative and quantitative techniques. The data sources were all managerial staff members in the Mabarro Social Organization, the guardians of the children brought up by the organization, and some donators in the organization.

The results of the study show that (1) the managerial personnel of the Mabarro Social Organization do not fully understand their duties and functions, (2) the planning of the activities in the organization is not good enough, (3) the organization of the activities is manifested in a job description, (4) the coordination of the activities in the organization has not run effectively, (5) the implementation of the activities in the organization is not effective enough because some personnel do not work as they have to and depend on others more, (6) most customers are not satisfied enough with the services by the organization, and (7) some children are unwilling to come to receive donation because their parents feel ashamed although they are eventually willing to receive it when it is delivered to their homes.